

## Frequently Asked Questions

**Q: What is Energy Upgrade California?**

A: Energy Upgrade California is a new, statewide program to help homeowners save money through energy efficiency improvements to their homes.

**Q: What are the goals of this program?**

A: Energy Upgrade California in L.A. County has been developed to help homeowners save money, create jobs for Los Angeles County residents and make the state a leader in energy efficiency and independence.

**Q: How will this program help homeowners save money?**

A: Homeowners in L.A. County can qualify for financial rebates and incentives of up to \$4,500 through home upgrades that make their homes more energy efficient. Homeowners may also experience ongoing savings on their monthly utility bills by making energy-efficiency improvements.

**Q: What are the upgrades homeowners can make?**

A: A “whole house” approach to energy upgrades is the most efficient and effective way to save money on energy bills. Energy upgrade home improvements are available as part of two packages, a “basic” and an “advanced,” and can include: insulation; air sealing; duct-sealing; low-flow showerheads with thermostatic controls; combustion safety testing; HVAC upgrades; energy-efficient windows; cool roofs; tankless water heaters and other “fixed” improvements.

**Q: What are the benefits of these upgrades?**

A: Home energy upgrades can protect the home from temperature extremes (both heat and cold), improve indoor air quality and save money every month on utility bills. Making a home more energy efficient can also increase property value, make the home a more comfortable place to live, help the environment and help reduce dependence on fossil fuels.

**Q: What is the average cost of an upgrade?**

A: Upgrade costs will vary by home, but homeowners may expect to invest between \$2,000-\$4,000 for basic sealing and insulation, depending on the size of the home. Homeowners looking to do more extensive work, such as HVAC replacement or new windows, should expect to spend between \$5,000-\$12,000, depending on the extent of the upgrades.

**Q: How much money will homeowners save on their energy bills after performing upgrades?**

A: For incentives between \$1,250 and \$4,000, participating contractors will install a mix of energy efficient measures to meet a minimum energy savings of 10-40 percent. Actual savings depends on home energy usage as well as the upgrades performed, and will vary by household. Homeowners will work with their contractors to determine potential savings from upgrades.

**Q: Where will the upgrade funds come from? How will they be delivered to homeowners?**

A: \$34 million in incentive funds are available to Los Angeles homeowners and will be distributed by the utilities. Once upgrade work is completed and the contractor has submitted the incentive application, the utilities will mail rebate funds directly to homeowners.

**Q: At what point can homeowners receive the rebate funds?**

A: Homeowners will generally receive the rebate funds within four to six weeks once the completed application and supporting materials are submitted and received. Providing the incentive funds upon satisfactory completion of the work ensures that Energy Upgrade California maintain its strict quality assurance standards.

**Q: Who can perform these upgrades?**

A: In order to be eligible for rebates from Energy Upgrade California, all upgrades and assessments must be performed by one of the program's official participating contractors, who have been trained in energy efficiency methods. Homeowners will be directed to participating contractors via the program's website and customer service representatives, and the full list of participating contractors is available at [www.EnergyUpgradeCA.org](http://www.EnergyUpgradeCA.org).

**Q: Why do homeowners have to work with a participating contractor?**

A: All participating contractors undergo a training program before performing home energy upgrades, and are subject to an ongoing quality control and quality assurance program. The pool of participating contractors has been developed to ensure that all work done is eligible for the available upgrades and is subject to uniform quality control. Contractors trained in providing energy upgrades can find more opportunities for energy savings than a contractor who, while they may be very skilled, has not specialized in energy savings.

**Q: How will this program create jobs in L.A. County?**

A: The incentives offered by the program will drive demand for home energy audits and upgrades. Increased demand offers local contractors the opportunity to increase their customer base and secure new projects which will, in turn, drive demand for workers.



Improve your home. Get rebates. Save money.

**Q: Who is in charge of administering Energy Upgrade California in L.A. County?**

**A:** The program is an alliance among Los Angeles County, Southern California Edison, Southern California Gas Company and the City of Los Angeles Department of Water and Power. The program is overseen by a dedicated Office of Sustainability within the Internal Services Division of Los Angeles County.

**Q: How is Energy Upgrade California in Los Angeles County being funded?**

**A:** Funding for the Energy Upgrade California program comes from multiple American Reinvestment and Recovery Act sources, including: Los Angeles County's Energy Efficiency and Conservation Block Grant; U.S. Department of Energy's Better Buildings Program funding; and a California Energy Commission discretionary grant. The homeowner incentives are funded in part by California utility customers and administered by Southern California Edison and Southern California Gas Company under the auspices of the California Public Utilities Commission.

**Q: What is the Home Energy Makeover Contest?**

**A:** Energy Upgrade California in Los Angeles County is launching a Home Energy Makeover Contest, in which homeowners across the county can win a home energy upgrade. Twenty semi-finalists will receive a free home energy assessment, five winners will receive a free home energy upgrade worth up to \$15,000, and one grand prize winner will receive a Toward Net Zero Energy Upgrade, which may include solar panels and be worth up to \$50,000.

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For more information about Energy Upgrade California in Los Angeles County, including the online press kit, photos and guidelines for participation, please visit [www.EnergyUpgradeCA.org](http://www.EnergyUpgradeCA.org)